



VEHICLE RECALL

G-99501

THIRD Notice
November, 2000

ATTENTION: SERVICE MANAGER

PLEASE COMMUNICATE THE FOLLOWING INFORMATION TO YOUR TEAM

SUBJECT: VEHICLE RECALL (U.S., EXPORT)
Tie Rod Separation on 6000 & 8000 #
Capacity Dana Spicer Steer Axle.

PURPOSE OF THIS THIRD NOTICE: International Truck and Engine Corporation has issued this THIRD Notice to customers and dealers to improve completion rates for this campaign. Customers that have not had their vehicle repaired for this Safety Recall as of October, 2000 will be receiving the attached notification letter. The THIRD Notice letter to customers will be mailed in November, 2000. Please refer to service letter G-99501 Revision A dated June, 1998, for Parts, Labor, Warranty and detailed information regarding this recall.

MODELS INVOLVED

1552, 1852, 3400, 3600, 3800, 4700, and 4900 built from 5/1/96 through 10/31/97 with a Dana Spicer 6000 or 8000 pound rated capacity steer axle.

THINGS YOU SHOULD DO

All dealers can help improve the completion rates for Safety Recalls and Authorized Field Changes by following the guidelines below.

1. Check every vehicle that comes in for service for uncompleted Safety Recalls and Authorized Field Changes.
2. Make arrangements to have uncompleted Safety Recalls and Authorized Field changes performed before the vehicle leaves your facility.
3. Verify the owner's mailing address and phone number and make all necessary updates to your records before the customer leaves your facility.
4. Selling Dealers are to contact their customers who have not had required Safety Recalls performed on their vehicles and track completion rates by using the green bar reports (VIN list) provided with each campaign.

SPECIAL NOTES

No changes have been made to the process for ordering or returning the defective tie rods; however, two critical steps need to be emphasized.

1. The VIN number must be provided when ordering a replacement tie rod.
2. The defective tie rod must have the VIN number attached to it when returned.
3. **ALL VEHICLES IN THIS CAMPAIGN MUST HAVE THE TIE ROD ASSEMBLY REPLACED.**

Distribution: All selling dealers responsible for vehicles needing 99501 completed.

INTERNATIONAL TRUCK AND ENGINE CORPORATION



INTERNATIONAL TRUCK AND ENGINE CORPORATION

485 NORTH CITYFRONT PLAZA DRIVE, CHICAGO, IL 60611

TELEPHONE 312-838-2000

TRUCK GROUP

**SAFETY RECALL 99501
THIRD NOTICE**

November, 2000

Dear International Customer:

REASON FOR THIS RECALL

WARNING! - IF THE REQUIRED SERVICE PROCEDURE IS NOT PERFORMED, THE TIE ROD END COULD SEPARATE FROM THE TIE ROD TUBE WITHOUT WARNING UNDER NORMAL DRIVING CONDITIONS. THE SEPARATION OF A TIE ROD END COULD RESULT IN LOSS OF STEERING CONTROL AND CAUSE A VEHICULAR ACCIDENT RESULTING IN PERSONAL INJURY, PROPERTY DAMAGE, OR DEATH.

International Truck and Engine Corporation has determined that a defect related to motor vehicle safety exists in the front steer axle tie rod on your vehicle. Your vehicle may be involved in an accident, which could result in property damage, personal injury, or death, if the required service procedure is not performed to complete this Safety Recall.

This is the third notice sent out, in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act, to inform owners of this defect. The defect exists on 1552, 1852, 3400, 3600, 3800, 4700, and 4900 models equipped with a 8000 or 8000 pound rated capacity steer axle and built from 5/1/98 through 10/31/97. The first notice was mailed out in April of 1999 and a second notice was mailed out in December of 1999. According to our records, as of October 2000, you are the owner of the vehicle on the enclosed card and the Safety Recall service procedure has not been completed yet. **ALL VEHICLES IN THIS RECALL MUST HAVE THE TIE ROD ASSEMBLY REPLACED.** If you are not the owner, we need your help finding the current owner; please help us notify the owner by answering paragraph 3 under **"ACTION YOU SHOULD TAKE."**

ACTION YOU SHOULD TAKE

1. Our records show that you are the owner of the vehicle identified on the enclosed card. If you are not the owner, please respond to number 3 below.
2. Please contact your local International dealer to schedule an appointment and have this repair completed. Be prepared to read your vehicle identification number off of your campaign card, provided with your notification letter, when you call to schedule an appointment. The remedy will be to replace the front steer axle tie rod assembly. The repair service will take approximately one hour to complete. **ALL VEHICLES IN THIS CAMPAIGN MUST HAVE THE TIE ROD ASSEMBLY REPLACED.**
3. A. If the vehicle will not or cannot be corrected, please mark on the enclosed card under "CHECK ONE", the box which best describes why the vehicle will not be repaired, and return the postage-prepaid card to us.
B. In the event you no longer own the vehicle described on the card, please complete the card, fill in the new customer name and address if known, and return it to us. This information will allow us to update our records so that we can contact the current owner and you will not be contacted again regarding this recall.

IF YOU NEED ASSISTANCE

If you take your vehicle to your International dealer on a mutually agreed upon service date, and he does not remedy this condition without charge on that date or within five days, you can obtain assistance by following the procedure described in the Owner Assistance Guide section in your Owner's Manual or by calling toll free 1-800-448-7825.

You may also wish to submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, D.C. 20590, or call the toll-free Auto Safety Hot Line at 1-888-327-4236 if your International Dealer fails to repair or is unable to remedy this condition without charge or within a reasonable time.

We urge your prompt attention to the correction of this safety defect and apologize for any inconvenience this may cause you.

INTERNATIONAL TRUCK AND ENGINE CORPORATION